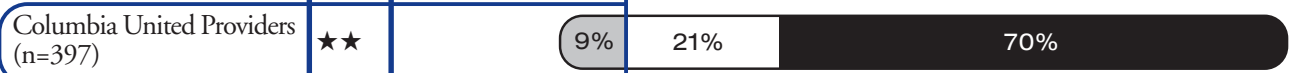
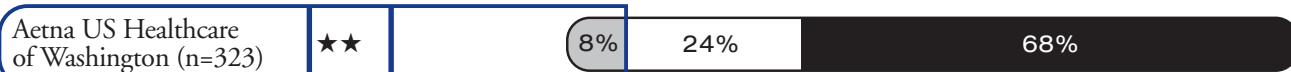
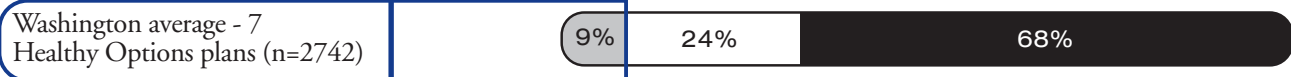
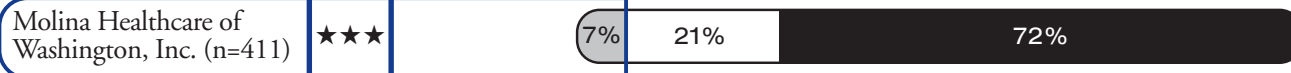
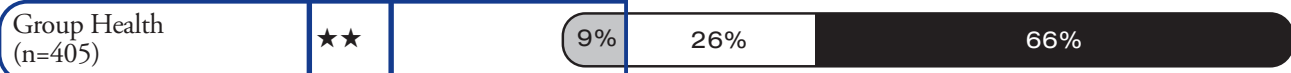


Courtesy, Respect, and Helpfulness of Office Staff

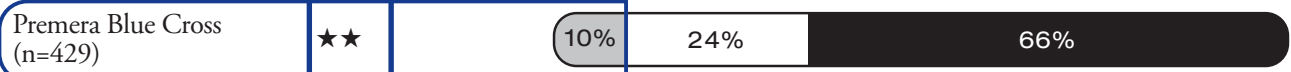
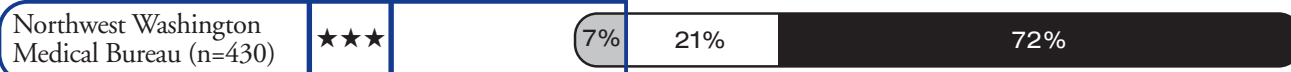
This chart summarizes the responses to survey questions 32 and 33 contained in the composite, “Courtesy, Respect, and Helpfulness of Office Staff.” Individual question-level responses immediately follow.



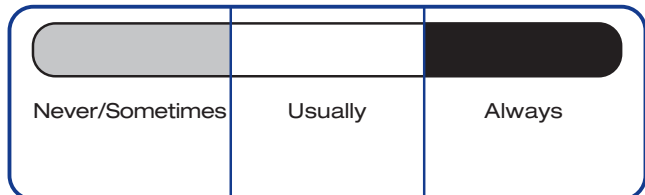
Formerly Clark United Providers



Formerly QualMed Health Plan



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 “My Child’s Health Care” CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see “Analysis” section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The “stars” represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request “Detailed Methodology” for additional information.)

All Children

Core CAHPS Questions

Question 32

Courtesy, Respect, and Helpfulness of Office Staff

Q32. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"

Washington average - 7
Healthy Options plans (n=2727)

7%

19%

74%

Aetna US Healthcare
of Washington (n=319)

★★

7%

17%

75%

Columbia United Providers
(n=395)

★★

6%

18%

76%

Formerly Clark United Providers

Community Health Plan
of Washington (n=346)

★

11%

27%

62%

Group Health
(n=404)

★★

7%

20%

73%

Molina Healthcare of
Washington, Inc. (n=408)

★★★

18%

77%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=427)

★★★

6%

15%

79%

Premiera Blue Cross
(n=428)

★★

7%

22%

71%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.

Never/Sometimes

Usually

Always

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Courtesy, Respect, and Helpfulness of Office Staff

Q33. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"

Washington average - 7
Healthy Options plans (n=2727)

11%

28%

61%

Aetna US Healthcare
of Washington (n=321)

★★

9%

30%

61%

Columbia United Providers
(n=394)

★★

12%

25%

63%

Formerly Clark United Providers

Community Health Plan
of Washington (n=343)

★

17%

33%

51%

Group Health
(n=404)

★★

10%

31%

58%

Molina Healthcare of
Washington, Inc. (n=409)

★★★

8%

24%

68%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=428)

★★★

7%

27%

65%

Premiera Blue Cross
(n=428)

★★

13%

27%

61%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.

Never/Sometimes

Usually

Always

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)